
Goal: GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS

Desired Community Condition(s)

Customers conveniently access city services and officials.

Customers can participate in their government by accessing information about services, policies, community conditions, regulations, etc.

Program Strategy: CITIZEN SERVICES

25550

311 Call Center

Department: FINANCE AND ADMINISTRATIVE SERVICES

Service Activities

Citizen Services

Strategy Purpose and Description

The call center will provide citizen's with the convenience of obtaining information and services with one phone call.

Changes and Key Initiatives

This is a new service activity for FY/05.

Priority Objectives

Fiscal Year

Priority Objectives

2005 OBJECTIVE 7. Implement the CRM/311 Call Center Phase 1 by June 2005. This will include operational procedures and performance/quality metrics. Priority objectives will be defined specifically for the call center in FY2006 during its first full year of operations.

Input Measure (\$000's)

2005 110 110 GENERAL FUND 1,453

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
311 Citizen Services Center operational and receiving phone calls.	Percent of 311 calls being handled by Citizen Services Center.	2005	100%			The primary objective of this program for FY05 is to build out the Contact center and implement the 311 calling number by the close of FY05. This includes the building of the center, hiring of personnel and implementation of software. Specific strategies, measures and outcomes for this program will be developed in FY06 when the center is fully operational.

Goal: **GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS**

Parent Program Strategy: CITIZEN SERVICES

Department: **FINANCE AND ADMINISTRATIVE SERVICES**

Service Activity: Citizen Services **2555000**

Service Activity Purpose and Description

The call center will provide citizen's with the convenience of obtaining information and services with one phone call.

Changes and Key Initiatives

This is a new service activity for FY/05.

Input Measure (\$000's)

2005 110 110 GENERAL FUND 1,453

Strategic Accomplishments

In FY05, expect to implement the permanent 311 Call Center.

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Number of calls received by the 311 Citizen Services Center.	2005	100%			<i>The primary objective of this program for FY05 is to build out the Contact center and implement the 311 calling number by the close of FY05. This includes the building of the center, hiring of personnel and implementation of software. Specific strategies, measures and outcomes for this program will be developed in FY06 when the center is fully operational.</i>

<i>Quality Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Number of calls answered by the 311 Citizen Services Center.	2005	100%			<i>The primary objective of this program for FY05 is to build out the Contact center and implement the 311 calling number by the close of FY05. This includes the building of the center, hiring of personnel and implementation of software. Specific strategies, measures and outcomes for this program will be developed in FY06 when the center is fully operational.</i>